

HOTEL RECEPTIONIST

& Opera PMS Training

Booking and Reservation Procedure

MODULE
BOOK



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Learning Objective:

- After reading this information sheet, you should be able to know the standard procedure in reservation.
- Understand the roles of the Reservations Department.
- Receive reservation requests.
- Update reservations.
- Advise other departments and colleagues about reservations.

Reservations

- The process of requesting for room accommodation in advance in a hotel or other commercial establishment.



Purpose

- To provide the means/ channel for booking accommodations in the hotel.

Seven sources of reservations:

- Letters
- Email or internet access
- Fax
- Telephone
- In person
- Computer terminals
- Central booking offices

RESERVATION CODES

- A Alpha
- B Brother
- C Charlie
- D Daddy
- E Easy
- F Father
- G George
- H Henry
- I Item
- J Jimmy
- K King
- L Love
- M Mike
- N Nancy
- O Oskar
- P Peter
- Q Queen
- R Roger
- S Sugar
- T Tokyo
- U Uncle
- V Victor
- W William
- X X-ray
- Y Yellow
- Z Zebra

The phonetic alphabet

Table 2.6 **Phonetic alphabet and number pronunciation**

A	Alpha	I	India
B	Bravo	J	Juliet
C	Charlie	K	Kilo
D	Delta	L	Lima
E	Echo	M	Mike
F	Foxtrot	N	November
G	Golf	O	Oscar
H	Hotel	P	Papa

The phonetic alphabet

Table 2.6 (cont.)

Q	Quebec	0	Zero	5	Fiver (or fife)
R	Romeo	1	One	6	Six
S	Sierra	2	Two	7	Seven
T	Tango	3	Three	8	Eight
U	Uniform	4	Four	9	Niner
V	Victor				
W	Whisky				
X	X-ray				
Y	Yankee				
Z	Zulu				

PROCEDURES

HANDLING PHONE RESERVATION

- Pick up the phone within 3 rings.
- Use the dialogue “Reservation, Good Morning”.....May i help you?”
- Listen to the request and note down.
- Obtain following information:
 - *Arrival and departure dates
 - *Type of rooms (try to sell the highest room category)
- Check the space availability.

PROCEDURES

HANDLING PHONE RESERVATION

- Check the space availability.
- Obtain full reservation details if the request can be confirmed:
 - *Name of guest
 - *Arrival and Departure dates
 - *Number of rooms and type
 - *Total number of pax
 - *Method of payment
 - *Source of booking
 - *Name of caller, contact person, company name address and phone number

PROCEDURES

HANDLING PHONE RESERVATION

- Repeat the reservation back to the caller and before finishing the conversation you thank the caller saying: “Thank you for Choosing Our Hotel Mr. / Ms., Good bye”.
- Record all details on reservation from with your initial, date and time.
- Key all information in the computer before filing.

HANDLING FAX / MAIL RESERVATION

- After receiving the fax or letter stamp it with date and time.
- Check availability
- Obtain full reservation details.
- Record all information in the reservation form (2 copies)
- Key all information in the computer
- Print out the confirmation and fax to the guest after the confirmation has been reviewed and initialled by your supervisor.
- Filing

AMENDMENT & CANCELLATION

- When you receive a call requesting to amend or cancel a reservation, check subject reservation on the computer.
- When you find the reservation:

FOR AMENDMENT

- Note down on paper all details received, name of the caller, date and time.
- Write down all details in reservation form, stamp “amendment” on the form and put in the remark details of amendment.
- Then key in the computer.
- Filing following the new information in amendment.

AMENDMENT & CANCELLATION

FOR CANCELLATION:

- Note down the details and ask for the reason of cancellation and the name of the caller.
- Take the requested reservation form and stamp “Cancelled” with clerk initial, date, time and reason of cancellation and key in the computer.
- Filing in the cancellation file of that month.

HANDLING GUARANTEED RESERVATIONS

- When confirming a reservation, inform the person making the booking that the reservation will be held until 18:00 hours on the day of arrival to cancel the booking. If the reservation is not cancelled by this time, one night's room rate will be charged.
- A reservation may be guaranteed as follows:
- Advance Deposit – one night's deposit received by check, or cash, prior to the day of arrival.
- Credit Card – the credit card name, number and expiry must be obtained.

HANDLING GUARANTEED RESERVATIONS

- Company Letter – A company may guarantee a reservation in writing. This written guarantee must be on company letterhead and signed by an authorized representative.
- Travel Agent – A Travel Agent may guarantee a reservation using the same method as a company, or by quoting their number as a guarantee.
- All staff will be informed by the Reservations Manager when occupancy dictates that all bookings are to be guaranteed. In such a case no 18:00 hrs bookings can be accepted.

Important Notes When Taking Room Reservations

- Arrival time and flight details (arrival/departure).
- Telephone contact number and name of the contact person.
- Billing instructions.
- Is the guest a “Return Guest”?
- Any special request (king bed, twin bed, smoking or non smoking rooms)?
- Any hotel pick up / transfer out to / from the airport.
- Which Company is the caller from?

Important Notes When Taking Room Reservations

- Arrival guest's name.
- How many and type of rooms needed.
- Confirm room rate.
- Always remember to inform guests about our 'cut-off' time.
- Reservation will be on hold till 18:00 hours if there's a high occupancy.
- Let the guest know that check in time 12:00 noon.
- Ask if guest wish to have has booking / reservation "GTD" (Guaranteed).

Basic Phraseologies of Reservation Agents

- “Are you attending a group or convention?”
- “How many people are in the group sir?”
- “Are you member of the hotel club sir?”
- “Have you stayed with us before sir?”
- “Do you prefer non-smoking or smoking?”
- “What is your estimated time of arrival?”
- “How would you like to settle the bill?”
- “Let me verify this information for you.”

Basic Phraseologies of Reservation Agents

DON`T SAY

- We are oversold.
- I can` t confirm a king bed room.
- This computer system is new, and I don` t know it well.
- We still have many rooms available.
- I would be happy to request a king bed for you
- My computer is down right now, please bear with me
- We are filling up, but I am confident we have a room for you.

DO SAY

- We are sold to capacity.

Reservation Form

HOTHAM HALL HOTEL
 101 PARK AVENUE, SOUTH MELBOURNE
 PH + 61 3 555 4444

Reservation form

Confirmation no.: _____

Date: _____

Res. clerk: _____

Surname			First name			Title	Company/travel agent	
Arrival date	ETA	Departure date	No. of nights	Room type/ no.	Adults	Child	Rate code/\$ rate/package name	
Home address					Company/travel agent address			
Business phone		Home phone		Mobile		Email address		
Booked by	Method of payment	Guarantee? <input type="checkbox"/> Yes <input type="checkbox"/> No	Credit card no./deposit/account no.				Exp. date:	
Special requests/comments								

HOTELS OF DISTINCTION

- END -

Thank you!!!